USDA

United States
Department of
Agriculture

GUIDE

Windows XP Service Pack 2 (SP2)
User Guide

Version 1.0

Final

November 3, 2006

ABD22.60088-00.F*0-ITS

Prepared by:
OCIO Information Technology Services
Infrastructure Deployment Branch

Windows XP Service Pack 2 (SP2) User Guide

Revision History

RECORD OF CHANGE

Revision/Change Number	Update Number	Date of Change	Description/Reason for Change	Pages/Sections Affected

Table of Contents

1   Overview

1.1   Purpose

The USDA Service Center concept is a cornerstone of the department's reorganization effort undertaken subsequent to the Department of Agriculture Reorganization Act of 1994. By consolidating its individual agency field offices into service centers, the USDA intends to see a greater return on investment, and at the same time provide taxpayers with more efficient service at reduced cost.

One of the key components of this concept is the implementation of the *Information Technology Services* (ITS) organization. The ITS vision is to be recognized as a professional team of customer-driven service providers who respond to the needs of its customers by providing outstanding service and cost-efficient, highly effective technical solutions.

1.2   Introduction

The purpose of this guide is to provide information pertaining to the installation of XP Service Pack 2 (SP2).

Starting the weekend of Nov. 4-5, ITS will be performing installations of the Service Pack 2 (SP2) upgrade for all Windows XP Workstations throughout the country. Workstations that have the Brio software will be excluded from the installations until a software upgrade for Brio can be provided. This process will be repeated for the remaining weekends in November.

SP2 provides additional security updates that are necessary to protect your computer and enhance the XP Operating System.

This process will not interfere with your work, but there is a simple procedure we need you to follow. We ask that you leave your workstations on over these weekends and that you log off before you leave for the weekend. When you return on Monday, the upgrade will have been completed.

If for any reason you are working over the weekend, don't worry, the installation is designed to only run once you've logged off; just be sure to log-off when you have finished using your workstation.

For Workstations that are not actively connected to the network (i.e. if you use VPN or Dialup), we will have a manual process that ITS staff can perform on these workstations to complete the SP2 upgrade.

If You Experience a Problem, Contact ITS

We ask you to follow all of our existing trouble-shooting procedures in notifying ITS if you have any problems or issues while using your XP Workstation:

1. **Contact your nearby Technical Support Division (TSD) IT Specialist** - by phone, shoulder tap, e-mail, or other convenient method. You can locate your nearest TSD specialists by using the interactive
   ITS Contact List (PDF 2.4MB). Click the link above if you don't already have the document. Use the Table of Contents or the TSD Organizational Chart (on page 2) to see all the state and large office TSD groups; then click on your appropriate TSD group and the document will automatically advance to the contact information you need. We also recommend printing a copy.

2. **Magic Merlin Self-Service:**
   You can create your own service ticket with Magic (just click on the link above). You will be prompted to provide your contact information and to describe the problem. Magic will then alert your closest available Technical Support Division specialist. To use Magic you will need to register with your CAMS ID (this is available only to USDA employees and partners). The process for using Magic Merlin is pretty straightforward and detailed instructions are provided on the Magic site.

3. **Call the ITS Service Desk at 1-800-457-3642.**

2 Information on Windows XP SP2

2.1 Verifying Installation of Patches

With the installation of Windows XP SP2, there is an option for Security Patch updates to be hidden or displayed as found in Add or Remove Programs. See Figure 4.1.a
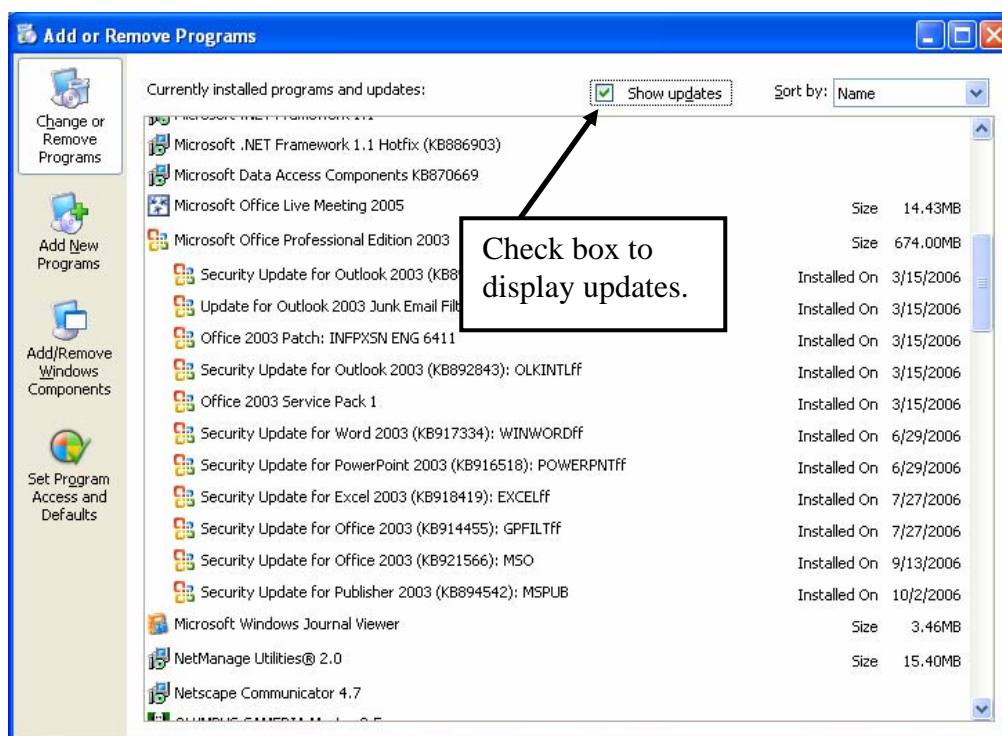

Figure 2.1.a – Display Updates

1. To display Security Updates in Add/Remove programs, click [Start] ➔ [Control Panel] ➔ [Add or Remove Programs].

2. Check the box to **[Show Updates]** as indicated in Figure 2.1.a above.

3. Windows Service Pack 2 should be displayed at the bottom of the list. It will display even if **[Show Updates]** is not selected.

2.2 Verifying Installation

The following are ways to determine the installation has been performed. It is not necessary to perform this action as ITS staff have reports that they can monitor.

2.2.1 Verify My Computer Properties

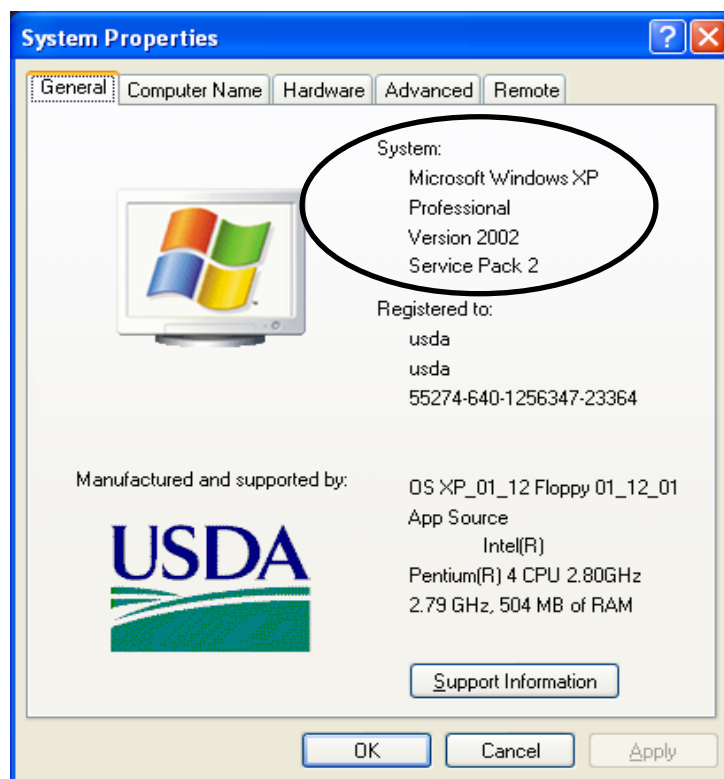1. Right click on [My Computer], then select [Properties].

Figure 2.2.1.a – System Properties Screen

2.　　Verify that in the SYSTEM section, it now shows [Service Pack 2]. Refer to Figure 2.2.1.a above.

2.2.2　Review USDA Platform Screen

Review of the USDA Platform screen will verify the post installation job was performed by SMS.

1.　　Click on [Start] ➔ [All Programs] ➔ [USDA Applications] ➔ [Utilities] ➔ [Platform].

2.　　The LATEST BUILD should show: **060515 - ITS XP Update2 with SP2**.

3.　　You also need to check for the entry in the Description column. This will indicate the postreboot configuration settings were performed. Refer to the following screen print.
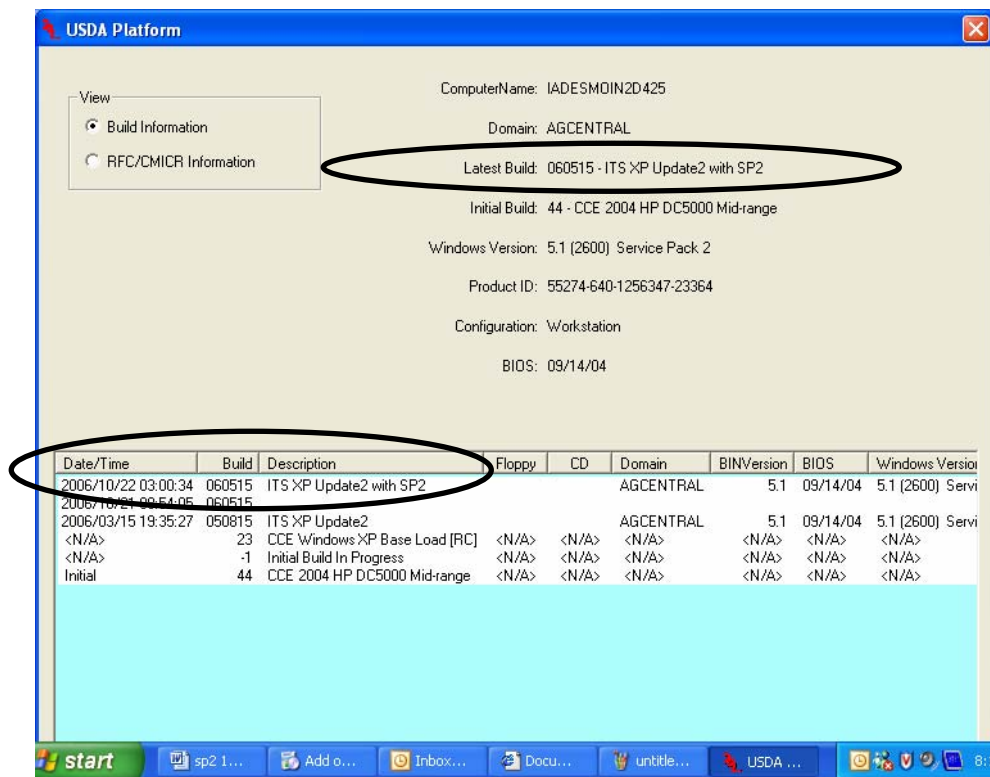
Figure 2.2.2.a – USDA Platform Screen

4.   If the entry is not listed in the Description field or the Latest Build field is blank, then you need to contact the ITS staff.

2.3   Duplicate Icons on the Quick Launch Bar After SP2 Installation

Users have reported after the installation of Service Pack 2 that the Internet Explorer icons on the Quick Launch Bar may be doubled. Perform the following step to remove any duplicate icons

1.   Right click on the **icon**, then click on [Delete]. Refer to the following screen print.
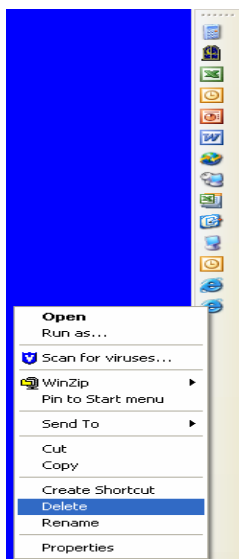

Figure 2.3.a – Removal of Duplicate Icons

2.4   Printing from Outlook

After the installation of Windows XP SP2, users may report an issue with printing from Outlook where after they click File ➔Print, the machine locks up and the user must cancel the task to return the machine to normal, having not received the printout.

If the user selects a different printer to print the first time, then return to the default printer, this should correct the problem.

1.   Click on [File] ➔ [Print].

2.   In the PRINTER NAME: field, **change your default printer to another one in the office**, then click on [OK]. Your message will then print out on the newly select printer. Refer to the following screen print.
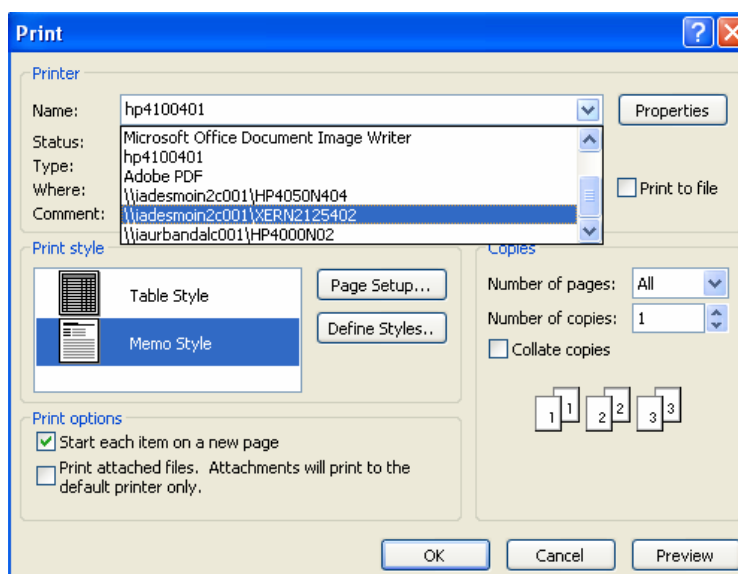
Figure 2.4.a – Outlook Print Screen

3.   Click on [File] ➔ [Print] again and **change your printer back to your default printer**, then click on [OK]. Your message will then print out on your default printer. You should now be able to print out messages without the workstation locking up in the future.

2.5   Troubleshooting Pop-Up Blocker

Service Pack 2 has incorporated a Pop-up Blocker option. If you still see pop-ups in Internet Explorer, make sure Pop-up Blocker is turned on. Pop-up Blocker is turned on by default, but it may have been turned off.

To verify the setting on Pop-up Blocker:

1.   Open up **Internet Explorer**.

2.   Click on [Tools] ➔ [Pop-Up Blocker] ➔ [Turn on Pop-up Blocker]. See the following screen print.
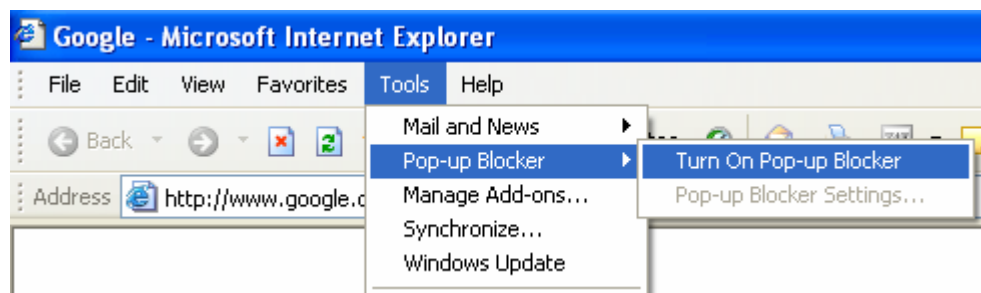

Figure 2.5.a – Pop-Up Blocker Settings

2.6 BRIO/Hyperion Information

2.6.1 Pop-up Blocker

There have been some situations where the Pop-Up Blocker has been affecting the running of reports. The suggested solution is to accept the sites as the Pop-Ups are displayed. An alternative option is to turn off the Pop-Up Blocker when using Brio/Hyperion. As a reminder, the Pop-Up blocker does provide benefits of protecting the workstation against unwanted Pop-Ups when accessing public sites. Knowing this, it would be a good idea to turn it back on when finished.

2.6.2 Allow Active Content

If under Advanced Options in Internet Explorer, "Allow Active Content to run in files on My Computer" is not checked, this needs to be checked for access and running of BRIO/Hyperion reports. This is being addressed as a Domain Policy change so it may not be required to manually select this setting once the policy has been implemented.

Until then, if the problem occurs, you can select the option to turn on the setting. Click on [Tools] ➔ [Internet Options]; click on the [Advanced] tab; under the Security section, place a checkmark in front of [Allow Active Content to run in files on My Computer], then click on [OK].

2.7 Tablet On-Screen Keyboard

The tablet on-screen keyboard will be set to a different color. In addition several enhancements have been made to the Tablet PC Input Panel (TIP). An article can be found at the following web site.

http://www.microsoft.com/windowsxp/using/tabletpc/expert/vanwest_tabletpc.mspx

2.8 Internet Explorer

With Windows XP Service Pack 2, Internet Explorer now displays an Information Bar (just below the address bar) where you can see information about downloads, blocked pop-up windows, potential security risks, and other activities. This information helps you to avoid potentially harmful files you might otherwise accept from the Internet. The Information Bar only appears when there's information to communicate.

With the pop up blocker turned on, you'll see the Information Bar as shown in Figure 2.8.a when a Web site tries to:

    ☞   Install an ActiveX control on your computer.

    ☞   Open a pop-up window.

    ☞   Download a file to your computer.

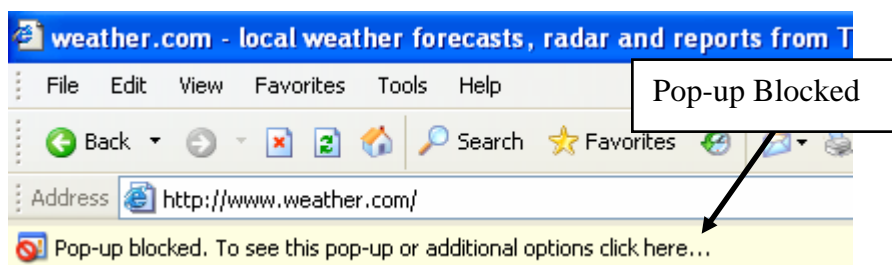➲ *When you see a message in the Information Bar, click the message to see more information or to take action.*

Figure 2.8.a – Information Bar – Pop-up Blocked

When the pop up blocker is turned off, you'll see the Information Bar as shown in Figure 2.8.b.
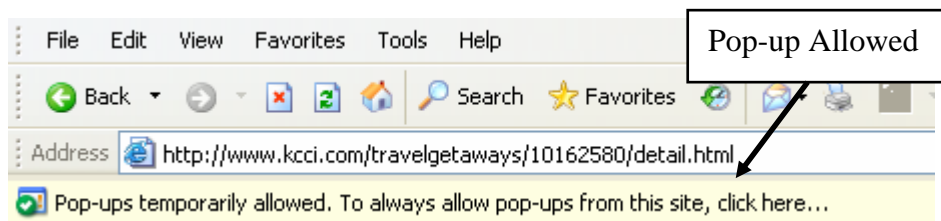

Figure 2.8.b – Information Bar – Pop-up Allowed

You may also get the following Information Bar as a reminder when you receive a Pop-up. You can click on the checkbox in front of [Do not show this message again.] if you don't want to be reminded.

Figure 2.8.c – Information Bar Notification Screen

2.9   Printer Pop-ups

With the installation of SP2, end users may start receiving printer notifications. Applications may display the printer notification shown in Figure 2.9.a when a document is sent to print.
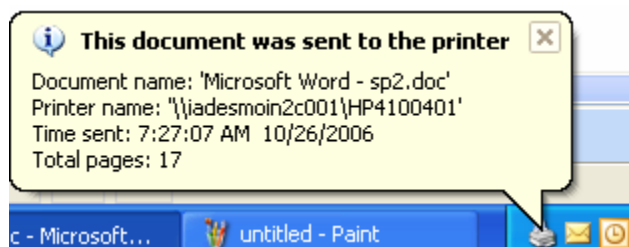

Figure 2.9.a – Printer Notification

2.9.1   Disabling Printer Notifications

1.   Log onto the workstation with a **Regular user account**.

2.   Click on [Start]➔ [Printers & Faxes]. At the **Printer and Faxes** screen, click on [File] ➔ [Server Properties] and then click on the [Advanced] tab.

3.   As shown in Figure 2.9.1.a below, uncheck the boxes for

[Show informational notifications for local printers] and

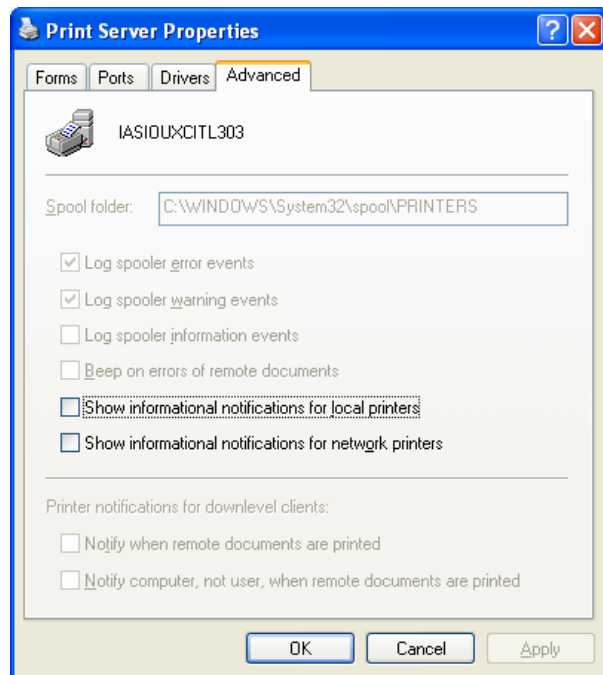[Show informational notifications for network printers].

Figure 2.9.1.a – Printer Notifications

4.   Click on [OK]**.**

2.10 Instant Messenger

Instant Messenger has been added to the system for future use. A group policy setting will be added that will suppress the Instant Messenger Icon. Until the policy is implemented some systems may show an Instant Messenger Icon in the taskbar at the bottom right hand corner of the screen. Refer to Figure 2.10.a.

Do not attempt to log on to Instant Messenger if the Icon is displayed. Employees are not authorized to utilize the Instant Messenger until the Department has approved its release.

Figure 2.10.a – Instant Messenger Icon in Taskbar

2.11 Wireless Configuration in SP2

In versions of Windows XP prior to SP2, the wireless configuration dialog boxes only displayed the name of the network and whether it was an infrastructure mode or ad hoc mode network. Now, the configuration details are more discoverable, and easier to manage.

However, some users moving directly from the original release of Windows XP might be disoriented by the many changes made in the wireless configuration panels since that release. For example, in Windows XP with Service Pack 2 (and Windows XP with Service Pack 1), the Authentication tab has been moved to the properties of a wireless network. To access it, do the following:

1. Obtain properties of your wireless connection in the Network Connections folder.

2. Click the [Wireless Networks] tab.

3. Click your wireless network name under Preferred networks, and then click [Properties].

4. In the Wireless network properties dialog box, click [Authentication].
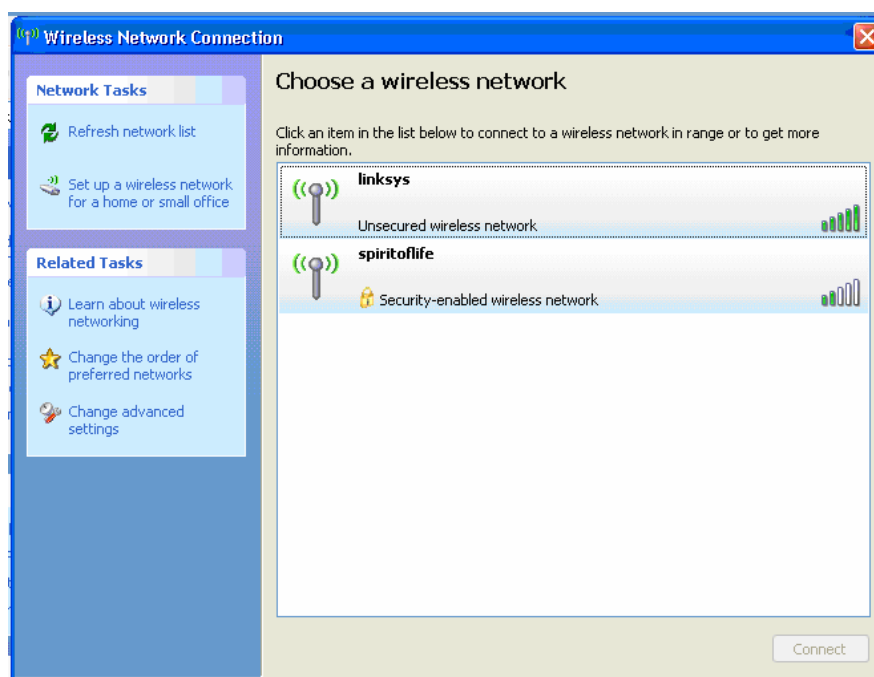

Figure 2.11.a – Wireless Network Connection Screen

2.12 Encryption File System (EFS)

There are no changes to the Encryption File System after Windows XP SP2 has been installed. It is not necessary to recreate the User Certification Key based on the upgrade to Windows XP SP2.

As a reminder the utility for creating the Key is as follows:
(Start, All Programs, USDA Applications, Utilities, EFS Key Backup).

Laptop Users can verify their Key has been created by looking for a file based on their name in the H:\certificates folder.